

**BCHD  
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LONG TERM CARE OMBUDSMAN  
PROGRAM**

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**To report suspected abuse or to get help:**

*In the community call:*  
**Adult Protective Services Baltimore City (APS)**  
410-361-5000

*In a nursing home or assisted living facility call:*  
**Baltimore City Long Term Care Ombudsman (LTCO)**  
410-396-3144  
**Office of Health Care Quality, (OHCQ)**  
410-402-8110

**Maryland Department of Aging (MDOA)**  
410-767-1100

1-800-91-PREVENT (917-7383)

**BALTIMORE CITY HEALTH DEPARTMENT  
LONG TERM CARE OMBUDSMAN PROGRAM  
417 E. FAYETTE STREET 6<sup>TH</sup> FL  
BALTIMORE, MD 21202**



# THE ADVOCATE

*Your source of information on all things Long-Term Care*

## October is Residents Rights Month!



Residents' Rights Month is celebrated each October to highlight residents living in long term care settings.

### **Relationships: The Key to Quality**

This year's theme was selected to call attention to the importance of relationship building between residents, facility staff and families.

Consistent and meaningful relationships between residents and staff equal a higher quality of care and life for residents.

### **FOOD FOR THOUGHT**

#### **How would you feel if:**

- You were assigned a new person daily to provide assistance with toileting, bathing, dressing, grooming or eating ?
- If you worked at a facility and each day you were assigned new residents to assist with their personal care?

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**“The true cause of burnout is the deadening effect of closing one’s emotions to people who are in obvious need of a human connection.**

**Human life is sustained by affection.”**

Thomas, W., “What Are Old People For? How Elders Will Save The World.” 2004

This is a time to reflect on the importance of the Nursing Home Reform Law of 1987 that promises quality of life, quality of care and rights for each resident in a long-term care facility. It also pays tribute to ombudsmen, citizen advocates, facility staff and family members who work to promote and support residents' rights. Long-term care facilities include nursing homes, sub-acute units, assisted living, board and care as well as retirement communities.

The 2014 Residents Right Month theme is:

**“RELATIONSHIPS: THE KEY TO QUALITY”**

## The Importance of Relationship Building in Long Term Care Facilities



Residents of long term care facilities often say they suffer from:

- Loneliness,
- Helplessness and
- Boredom.

The most effective antidote to combat these plagues is the building of relationships between residents and members of the staff, especially the front line employees, those who provide direct care to the residents. Direct care is usually provided by the nursing assistants, physical therapists, social workers and dietary staff.

These relationships are important because the individual becomes “Mrs. Jones”, as opposed to room 117. “Mrs. Jones” is no longer a chore that must be checked off on the staffers’ list of things to be done for the day, she’s a real person that I

will visit today and provide assistance for.

Acknowledging an individual’s personhood can work wonders for that individual, and also for the employee. Conversations between the resident and staff can help them get to know each other and makes time spent together more enjoyable and productive.

Third, and most importantly, the better a front line employee knows the residents they work with on a daily basis, the more likely they will be able to know when there is a change with the resident health or mental status.

A person who does not get to know a resident will miss the little things.

It’s a win-win situation!

- Good for the resident,
- Good for the
- Employee, and
- Good for the facility!



## Residents’ Corner



Vemander Tucker

As you walk the halls of Levindale Hebrew Geriatric Center, you will be intrigued by the resident shadow boxes outside the entry way to the resident rooms. We have wooden boxes with plexi-glass covers on our neighborhoods and glass cabinets on our households. The shadow boxes can include resident names, past and present photos and a brief biography of the individual who lives in the room.



The residents, families and staff always enjoy putting the shadow boxes together. Everyone enjoys seeing the great displays. Vemander Tucker shared his love of animals in his shadow box. (submitted by Levindale staff)

If you would like to submit an article about a resident or activity at your facility, please forward the information to: [LTC.Ombudsman@baltimorecity.gov](mailto:LTC.Ombudsman@baltimorecity.gov)



## The Aging Continuum Expo

On October 14, 2014, the Division of Aging and CARE Services held the 1<sup>st</sup> Annual Aging Continuum Expo in the center court of Mondawmin Mall. This event was to pay tribute to **Residents’ Rights Month** and kick off Medicare Part D Open Enrollment.

Thanks again to the events sponsors which included Gilchrest Hospice Care, CommuniCare

(which operates BridgePark Health Care Center and Fayette Health & Rehab. Center) AARP Maryland Chapter and the Alzheimer’s Association.

Our sponsors, vendors and speakers helped to create an informative day for all in attendance.

Dancers from the Korean Senior Center who wore authentic garb helped us to end our day with their entrancing and colorful dances.



**Word Search Puzzle**

D A I T S O I O H C J X Q P H Z  
 B S K O T W R S O G P G S V J C  
 Q K J Q H B W M M C Z G R I V O  
 K E S U G S F S Y Z N J W Q R E  
 W L R H I O B M E I Y F D E P C  
 W E E C R E H T V I R H S Y G B  
 J T D T O J P I O I R I Y N B G  
 E O L E F N G U E D D O K K A N  
 J N E Q T S A N M E L S M J N I  
 S B E D K S D M N P E E N E Z R  
 P E E N F S I T S M K S A O M A  
 P R A L H F S S U D E I D V W H  
 Z H R I L P O T S V U W N C E S  
 T E P W S P S G A A E B N S F S  
 X S B O H O V E T D I E M L L I  
 N H N G C J L K L U G V F O Q R



Assisted  
 Comfort  
 Costumes  
 Elders  
 Friendships  
 Leaves  
 Snow  
 Memories

Ombudsman  
 Pumpkins  
 Residents  
 Rights  
 Sharing  
 Skeleton  
 Leaves  
 Thanksgiving



**Tuition Free Learning For Older Adults!**



Are you 60 years of age or older or older?

Do you have a little extra time on your hands?

Would you like something productive and interesting to do?

Going back to school free of charge may be the thing for you! Several local colleges and universities extend special privileges to those who qualify to take graduate or under-

graduate classes.

The participating schools include:

Coppin State University  
410-951-3000;

Morgan State University  
44-885-3333;

Towson State University  
410-704-2000;

University of Baltimore  
410-837-4777;

University of Maryland  
410 385 6300;

University of Maryland  
Baltimore County  
410 455 1000;

Bowie State University  
301-860 4000

If you are not employed full time, 60 years of age or older, retired and your chief income is from retirement benefits you may qualify.

Contact the institution of your choice and ask about the tuition waiver program for "senior citizens".



**Is a Registered Dietitian a Part of Your Team?**

Do you have an "unexplained weight loss"? If so, it's beneficial for a registered dietitian to explore your food preferences. When your meals are tailored to those things that you can tolerate or like eating, you may eat more because you enjoy your meals.

A registered dietitian working on your healthcare team can help you learn the small things that may improve or stabilize your health in a big way. Evidence suggests that persons who eat well probably drink more liquids, thus they are more likely to avoid dehydration and the complications which come with it.

If you have cancer, COPD, congestive heart failure, constipation, dementia, diabetes, hypertension, or osteoporosis, you can benefit from making sure a registered dietitian is a part of your healthcare team.

## Rights of Nursing Home Residents

### The Right to Be Fully Informed of

- Available services and the charges for each service
- Facility rules and regulations, including a written copy of resident rights'
- Address and telephone number of the State Ombudsman and state survey agency
- State survey reports and the nursing home's plan of correction
- Advance plans of a change in rooms or roommates
- Assistance if a sensory impairment exists
- Residents have a right to receive information in a language they understand (*Spanish, Braille, etc.*)

### Right to Complain

- Present grievances to staff or any other person, without fear of reprisal and with prompt efforts by the facility to resolve those grievances
- To complain to the ombudsman program
- To file a complaint with the state survey and certification agency

### Right to Participate in One's Own Care

- Receive adequate and appropriate care
- Be informed of all

- changes in medical condition
- Participate in their own assessment, care-planning, treatment, and discharge
- Refuse medication and treatment
- Refuse chemical and physical restraints
- Review one's medical record
- Be free from charge for services covered by Medicaid or Medicare

### Right to Privacy and Confidentiality

- Private and unrestricted communication with any person of their choice
- During treatment and care of one's personal needs
- Regarding medical, personal, or financial affairs



### Rights During Transfers and Discharges

- Remain in the nursing facility unless a transfer or discharge:
- (a) is necessary to meet the resident's welfare;

- (b) is appropriate because the resident's health has improved and s/he no longer requires nursing home care;
- (c) is needed to protect the health and safety of other residents or staff;
- (d) is required because the resident has failed, after reasonable notice, to pay the facility charge for an item or service provided at the resident's request
- Receive thirty-day notice of transfer or discharge which includes the reason, effective date, location to which the resident is transferred or discharged, the right to appeal, and the name, address, and telephone number of the state long-term care ombudsman
- Safe transfer or discharge through sufficient preparation by the nursing home.

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The 1987 Nursing Home Reform Law protects the rights of nursing home residents



## Music Therapy

Among the popular and relatively new therapies in vogue today is what has become known as music therapy. "Music therapy for those with dementias, can provide a pleasant experience, socialization and it can help affect changes in behavior - during the time of the activity, and for a period of time after the activity."

This change often happens when the musical piece is remembered as an important part of the listener's youth. A woman who could no longer talk began singing The Star Spangled Banner in a high, clear voice as it was played on the piano, and it brought tears to the eyes of the piano player. It was a very moving moment because it touched the host of memories past and long forgotten. Music can be a form of preventive medicine for many; ask if music therapy is offered at your nursing or assisted living facility.

## Medicare Open Enrollment is October 15, 2014–December 7, 2014

AN IMPORTANT MESSAGE FROM MEDICARE

"I found a better deal on prescriptions."

"We found lower co-pays."

"I found a plan that works better for me."

### WHAT WILL YOU FIND DURING MEDICARE OPEN ENROLLMENT?

You'll never know unless you go. Compare your current plan to new options. See if you can lower some costs or find a plan that better suits your needs. Many people do. Even if you like your current plan, check to see if the costs or coverage are changing at medicare.gov. Or call 1-800-MEDICARE for help.

Medicare Open Enrollment Oct. 15 - Dec. 7

WWW.MEDICARE.GOV  
1-800-MEDICARE (TTY 1-877-486-2048)



Baltimore City Residents  
Call for an Appointment  
410-396-2273